

Job Description: Training & Events Officer

Reports to: Training & Events Programme Manager

Location: West London – currently operating an agile working policy with two core days (Mon and Weds) in the office (events permitting)

Contract: Permanent

Pattern: Full Time (standard hours 9am – 5.30pm)

Salary: £32,000

About the role:

It is an exciting time to join the Professional Development Team at Ark. The team is responsible for delivering professional development programmes and events for teachers and leaders within our schools as well as staff within our Central Team. We deliver a range of development programmes alongside specialist targeted intervention programmes for our school leaders and other one-off training sessions. We also manage a Learning Management System (LMS) with the goal of expanding our digital training offer across the organisation.

We are looking for someone with experience in training and/or events coordination, who would:

- Provide effective operational support for the delivery of our development programmes and events (virtual and in-person)
- Manage the relationship with external training providers and be responsible for training evaluation and quality assurance
- Provide day to day support with the management of our LMS (Thinqi) and improve the ways we use it
- Have responsibility for keeping accurate records and producing training engagement reports

The successful candidate will get personalised development throughout their journey with Ark, and opportunities to further professional qualifications.

Key Responsibilities:

Operational support for the delivery of our development programmes and events - virtual and in-person (60%)

Manage the logistics of the programme of training events and be the first point of contact for delegates, schools, and partners from an operational perspective by:

- Being the first point of contact for our programmes, making sure to be a great ambassador for our programmes and participant-focused
- Preparing any materials (booklets, handouts, videos, and slides) needed for the delivery of training events
- Producing high quality communications of our network offer through varied means – newsletters, intranet, e-mail, and announcements through our LMS
- Project managing the scheduling of training events and making sure any potential clashes are considered
- Managing the nomination and registration process for training programmes and events, and ensuring accurate attendance records for each session
- Attending and managing logistics of events (virtual and in-person) when required
- Working with schools and external venues to manage resources required (i.e., AV and catering)
- Liaising with external vendors and training providers by forming great working relationships with our partners

- Processing invoices on our finance system, making payments for events, keeping track of and monitoring event expenditure ensuring events are delivered to budget
- Responding to programme participants queries
- Tracking engagement metrics of programme participants (attendance at events, completion of online modules, etc.) and ensuring participants are up to date with programme requirements
- Assist in expanding our apprenticeship programmes offer
- Provide operational support to the team by taking minutes in meetings, bookings meetings for senior members of the team and providing general admin support where required as directed by line manager and head of team
- Ensuring to always strive to improve and make processes more efficient

Manage the relationship with our external training providers and be responsible for the training evaluation and quality assurance process (20%)

Build strong working relationship with our external partners and make sure all our programmes and events deliver impact by:

- Using staff survey and training feedback to diagnose learning needs, and working with external partners to schedule training in response to need
- Being the first point of contact for external training providers and communicating any curriculum and operational changes to team members as appropriate
- Making sure internal and external processes are aligned – e.g., registration of participants, assessment submissions and feedback, etc.
- Evaluating the impact of training events by capturing ways to check for application of learning. This includes talking to participants, processing feedback, and providing data reports to trainers
- Leading on the quality assurance process for our programmes and ensuring we meet required metrics in terms of participant recruitment, retention, and programme completion
- Collating and presenting up to date engagement and diversity data for all our programmes

Provide day to day support with the management of our Learning Management System (Thinqi) and improve the ways we use it (20%)

- Manage the administration of the platform alongside a fellow Training and Events Officer by:
 - Managing the team helpdesk and distributing queries to other team members when required
 - Uploading of resources, creation of events, networks and learning pathways,
 - Creating, assigning roles/permissions and disablement of users on the platform
 - Producing reports and monitoring user engagement with the platform in general as well as with individual resources/programmes
- Be involved in creating e-learning content which we will teach the successful candidate how to do
- Encourage user engagement by executing targeted campaigns and featuring relevant/new content
- Assigning compulsory/required courses to relevant groups and ensuring those are completed in the timeframes required with support from other team members during busy periods
- Keep track of and review user feedback and issues identified to maintain and update the platform Help and FAQ pages

Person Specification: Training & Events Officer

Qualifications

- Qualified to degree level and/or equivalent work experience (essential)
- Project management (desirable)

Knowledge & Skills

- Experience of planning complex schedules and calendar management (essential)
- Experience of programme and/or in-person events management (essential)
- Experience of managing complex virtual events (essential)
- Experience of working and managing relationships with subject matter experts and senior stakeholders (both internal and external) to support programme delivery (essential)
- Experience of tracking and monitoring programme quality and evaluation (essential)
- Experience of Learning Management Systems (desirable)
- Knowledge of the education sector (desirable)
- Experience of tracking and managing programme expenditure (desirable)
- Strong project management skills with excellent attention to detail (multiple projects/stakeholders (internal and external) (essential)
- Strong written and oral communication skills including the ability to: write effective copy, proofread, and produce comms for diverse audiences (essential)
- Excellent IT skills, with specific skill in using Microsoft Office applications (especially excellent PowerPoint skills for design of training materials and Excel) and SharePoint (essential)
- Strong digital events management skills (e.g., Zoom/Ms Teams, breakout rooms, polling, etc.) (essential)
- Strong influencing skills and the ability to build positive working relationships quickly (essential)
- Excellent time management skills and the ability to manage tight deadlines and changing priorities (essential)

Personal Qualities

- A person who thrives off participants on our learning programmes having a seamless experience
- Takes initiative in everything they do and shows a willingness to go the extra mile
- Absolutely must take pride in their attention to detail
- Is resilient and will find a way to overcome barriers
- Works well through change
- Diplomatic and an effective team worker
- Internally motivated and committed to driving up standards of work

Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).